

December 10, 2001

VIA HAND DELIVERY

Mary L. Cottrell, Secretary
Department of Telecommunications and Energy
One South Station
Boston, Massachusetts 02110

Re: *Western Massachusetts Electric Company's Service Quality Plan*,
2002- 2004, Compliance Filing, D.T.E. 99-84

Dear Secretary Cottrell:

Pursuant to the Department of Telecommunications and Energy's ("Department") December 5, 2001 letter order in the above-referenced proceeding, attached is Western Massachusetts Electric Company's ("WMECO") compliance filing. Included is both a clean copy and a redlined version comparing the compliance filing to WMECO's November 16, 2001 supplemental filing.

WMECO has included the four changes directed by the Department. These changes are as follows:

- (1) WMECO's definition of "Operating Area" in Section II.B has been changed to "service territory" rather than a geographical subdivision of WMECO's service territory;
- (2) WMECO has deleted the phrases "as applicable" from Section IV on staffing levels;
- (3) WMECO has deleted the additional language to the Guidelines' general reservation clause in Section XII; and
- (4) WMECO has clarified that the reporting of the customer service guarantee program in Section XI will be done annually.

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Please contact Don Bishop at (617) 345-4622 should you have any questions in regard to the above.

Sincerely,

Stephen Klionsky

Attachments

cc: Caroline O'Brien, HO
Service List, D.T.E. 99-84